As you may be aware, the LA/ICB has recently *[conducted a review of / established new contracts for]* support arrangements for direct payments.

Having listened to the views of lots of direct payment holders, we are now working in partnership with an organisation called **People Places Lives** to implement their **Virtual Wallet** solution.

Virtual Wallet is our preferred way of people managing the financial aspects of a direct payment as it is safe & secure, easy to use, removes a lot of the hassle & paperwork and the Virtual Wallet support team are on hand to help whenever needed.

Direct payments that are managed by *[pre-paid card / managed account provider name]* are moved across to Virtual Wallet. The plan is to move your direct payment to Virtual Wallet on [**dd mm yy**]. Key dates are *[insert info on cut-over dates for invoices and timesheets].*

You will receive an email from the Virtual Wallet team shortly inviting you to activate your account. They may also need to contact you to check on your arrangements with your personal assistants and/or providers so that they can also activate their account.

The change will **not** affect the amount of your direct payment or what you spend it on.

For now, the only thing you need to do is look out for the account activation email from the Virtua Wallet team. However, you may want to take a look at [www.myvirtualwallet.co.uk](http://www.myvirtualwallet.co.uk) to find out more.

*Consider attaching a FAQ document*